

Average Number of 56 hr Employees off Sick Louisville Fire Department



KPI Owner: LFD Leadership Team

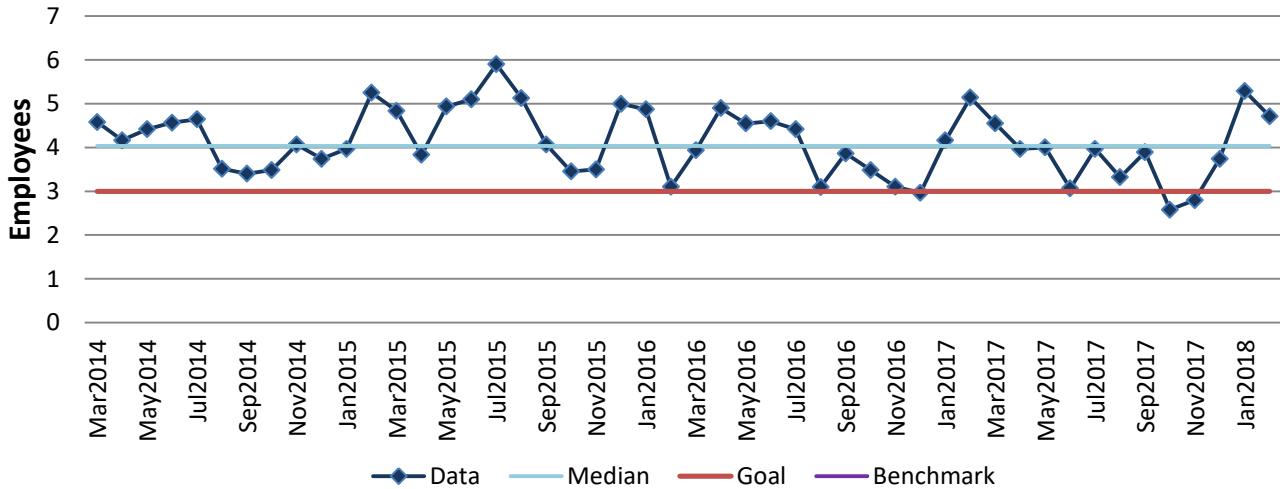
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY15: 4.2 employees Goal: To reduce the average number of employees off sick per day to no more than 3. Benchmark: N/A	Data Source: Car 5 Riding Strength Wkbk Goal Source: LFD Leadership Team Benchmark Source: N/A	Plan-Do-Check-Act Step 6: Validate that solutions work Measurement Method: The monthly sum of the daily number of 56 hr employees off sick per day divided by the number of days in the month. Why Measure: To help maintain full riding strength. Next Improvement Step: Standardize and replicate validated solutions.

How Are We Doing?

Mar2017-Feb2018 12 Month Goal	Mar2017-Feb2018 12 Month Average		Feb2018 Goal	Feb2018 Actual	
3	3.82		3	4.70	
Employees	Employees		Employees	Employees	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.